



# April Newsletter

## WORDS FROM Wendy

Thank you so much for your continued hard work. You may not always hear from me, but please know that I really do appreciate your hard mahi. I and the office staff are always here for you if you need support. You're so integral to not only Apex Care, but to our clients who need you to be there to help them through their lives. Thank you for continuing to be the best and being a part of our Apex Care whanau.

Kia ora everyone, I hope this newsletter finds you well and keeping safe during these changing times.

Quite a few of you have had covid and bounced back, rearing to come back to work and do the hard mahi for our customers and their clients. We appreciate your attitude and willingness to get out there once you've tested negative. And for those of you who haven't been touched with this virus, keep up the work with your masks and hygiene habits.

March has proven to be a bit of a difficult month. There have been ups and downs in needing our services by our customers. We've seen the Waikato sometimes red-hot and quieter in other areas. There are changes coming with the new financial year in April and we're trying to be prepared for this. But who knows what else is coming our way - we need to be flexible and do the best we can.

## Upcoming Holidays

Easter- April 15th - 18th

Anzac Day - April 25th

I hope the bunny delivers some delights to you (sorry, but I still want to believe in the Easter bunny so my partner has to keep giving me choccies). For those of you going on break, please be safe on those roads, take care of yourselves and your whanau and come back to us safely. Anzac Day on the 25th follows soon after. I hope that it's a beautiful atmospheric autumn morning as we pay tribute to those who fell for our freedoms.

**Please update your Easter availability in When I Work**

## NEW STAFF

We are bringing on more support workers to be able to meet the needs out there. Thank you to those who are stepping up and working with our new ones when you've been asked to buddy up with them, show them the ropes and how to handle themselves. It also helps build relationship bonds for the future.

### OUR NEW NURSE

Our new Clinical Registered Nurse, Sarah Golledge, is now onboard and has been reading up on our policies and procedures to get familiar with how we do things. Nothing beats actual hands-on with you and Sarah will in due course be reaching out to meet you. Just a wee reminder about Sarah:

My background in nursing is wide and varied. I started off in emergency and general nursing in both New Zealand and Australia and then moved into community and primary care. Originally from Auckland, I have been living in the beautiful Bay of Plenty with my husband and 2 children. Outside of work I enjoy the beach, the outdoors and love my food and a good wine! I look forward to getting to know you all and working with such an amazing team!! And here's Sarah's first update to us all – she will write regular articles for the Newsletters under the banner of “Nurse Sarah's Corner”.

### COVID

With the change of the covid rules, we as health care workers are still obliged to wear masks whenever we're with our clients. Keep your hands sanitised and try not to rub your eyes or noses with your hands. When we've got a covid positive client, you'll still be required to wear full PPE if you choose to work the shift.

I'm sure you know this, but if you're feeling unwell yet getting a negative RAT, please swab at the back of your throat – it's more accurate.

If you haven't already, a great app to download is Āwhina which is about supporting and informing health workers. Apart from great health care information, it gives daily updates for covid. And keep an eye on the Covid link at The Staffroom as we're keeping that updated as information comes to hand. Sarah, our nurse, has updated information on how to use PPE effectively.

### NURSE SARAH'S CORNER

Kia Ora team,

Thanks for all making me feel so welcome here at Apex. Over the next little while my focus will be getting to know you all and how we work as a team. I will also be looking into the current training available, my focus being on tailoring it specifically to the current needs of our staff. I welcome any feedback or suggestions you may have around this so I can provide you with the necessary support. I would really like to be involved in the discussion of incidents, debriefs, clinical advice and medication reviews just to name a few. Please do not hesitate to get in touch if you have any questions at all-  
[sarah@apexcare.co.nz](mailto:sarah@apexcare.co.nz) or 0273837389.

# PROFESSIONALISM

Everyone, I really can't stress this enough. Even when you're tired or feeling like every button you've ever had has been pushed by one person or another, remember to not react, de-escalate, keep calm and work through it all. We're here if you need to talk to vent, you've got EAP to use after your shift, there are some meditation methods available online at The Staffroom.

But whatever you do, do not respond to the pressure that's upon you. This is what you're trained for – if it's too much then we can look for other placements – there's no harm in taking a break okay. But at no point is it acceptable to answer back, respond negatively, contact our customers or clients directly to complain, etc.

Gossiping has reared its head again – please don't gossip about your clients, your colleagues or anything. Manaakitanga (respect) is important in upholding each other, for your wāhi mahi (workplace), for tāhau (yourself).

If something happens and you didn't take the right action, please let us know in the first instance so we can sort it out going forward. This isn't about hiding stuff but about working together to find out what we can do better and take the appropriate steps to change. Wendy and I cannot sit in meetings with our customers and not know what is happening – a really bad look. We're here to manage the customer relationship as advised in the Staff Handbook.

## Remember:

**TAPATAHI**  
**Integrity**

**PONO**  
**Honesty**

**KAWENGA TAKOHANGA**  
**Accountability**

**Your actions out there can directly impact whether Apex Care is used by a customer again or not. It is that serious and I really need you to remember this.**

## CUSTOMER CONTACTS

Always, always, always call our **0800 255 000** number with any concerns or thoughts. If a customer approaches you to rebook your wonderful service, then they need to contact the 0800 # too. To be very clear – any concerns, any issues, or the customer wanting to rebook you – you are to call our 0800 255 000 # and allow us to help you.

And remember that you are not to call the customer directly – this puts both you and Apex Care at risk as we can't support you if something goes wrong.

## TRAINING

As mentioned in previous newsletters and from Sarah, we are ramping up to get training underway again soon. We will do as much of this in-house as possible and out-source where required. Please let Sarah know what you would like to undertake as part of your career development. And if Sarah approaches you with a training position, please grab it and make use of it – even if you think you're well versed in something, its sometimes good to have a refresher.

And a good refresher available to you now is around infection control.

Sarah has provided information on [TheStaffroom](#) under [Training/VidUpdates](#) – please watch the video and take on board the information provided. Any questions, you know Sarah is available for a call or her email.

## TIMESHEETS & DAILY NOTES

If you don't get your timesheet in by 9am on Monday, or as soon as you can after your shift, then you run the risk of not being paid. Rochelle hates to nag, so please get those times in! Same applies for the Notes – huge improvement and thank you. But please don't make Julia nag either - get them in so we can tell our customers what amazing work you've been doing with their clients.

**This applies to public holidays too, 9am Monday!**

## **YOUTH & POLICE CHECKS**

For those who've been with us for a while now, time has come for us to start our police and youth checks again. This is an important part of our ability to operate with our customers and is required as part of the Children Act 2014. When you originally joined Apex Care, you would have undertaken these checks as part of your recruitment process, so this shouldn't be an issue. Julia will send out a request to those who're needing to undertake these checks again. When you receive the email, please ensure you complete the Consent Forms requested. This is a mandatory requirement, not a nice-to-have.

## **TEAM MEETINGS**

I will be sending through more meeting invites via Zoom and Teams so we can join in, say hello to one another and chat. It's important that we spend time talking as we're in this together. We can learn from one another and be there to support one another. When I send the invite, I'd like someone to lead with a karakia – my Te Reo pronunciation is bad so would appreciate someone putting their hand up – otherwise you'll get to listen to me torturing the beautiful Te Reo. I spoke with a local kaumatua to ensure this is culturally appropriate as part of our journey to be a more culturally aware company – an exciting journey ahead of us.

**Thanks everyone – keep safe!**